

香港中文大學——社會工作學系

Department of Social Work

The Chinese University of Hong Kong



2017



Non-local Placement
港外實習

SWK



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Message From Department Chairperson

倪錫欽教授
Prof. NGAI Sek Yum, Steven
Chairperson, Department of Social Work,
The Chinese University of Hong Kong
香港中文大學 社會工作學系系主任

On behalf of the Department of Social Work at The Chinese University of Hong Kong, I would like to express our heartiest gratitude to Madam Tan Jen-chiu and Mr. Paul Cheng, donors of the Madam Tan Jen Chiu Fund; Prof. Ma Lai-chong, Joyce and Mr. Lai Chi-man, donors of the Ma Lai-chong, Joyce Scholarship; and our cherished alumni who have generously made donations to establish the Linkage Award. With their kind consent, we have broadened the use of the funding in setting up the Non-Local Field Placement Award for our students from undergraduate programme and the Master of Social Science in Social Work (part-time and full-time). All of their endless support to our Department is beyond words.

The Department of Social Work is committed to promote high quality social work research, practice and teaching. One of our missions is to provide professional training and education for our students in order to prepare them to be academic and professional leaders in social welfare and related fields locally, nationally and internationally. To realize this objective, non-local placements offer many types of educational experience encompassing anecdotal, experiential, academic, observational and cultural learning, all of which can facilitate students' growth, maturity and competence in diverse social work settings, and enhance their understanding of cross-border, cross-cultural and international dimensions of social work practice.

In order to encourage more students to participate in non-local field placements, we have set up the "Non-local Field Placement Award" in summer 2011. With our growing international connections, we are able to procure non-local placements from different organizations in different countries including Canada, Singapore and Taiwan. Students taking these placements had to deal with challenges arising from the cultural differences between Hong Kong and the place where they practiced, the different social welfare systems and different clienteles whom they served. Nevertheless, with these challenges, our students are able to develop greater independence as well as problem-solving abilities in cross-cultural social work practice, which would be assets to the students in future practice. All of our students find the non-local placement memories unforgettable. They treasure this invaluable opportunity of learning, and are eager to share with our donors on their personal, academic and professional growth throughout the placement.

No great work can be done without the assistance of many people along the way, such as the great support, encouragement and assistance given by Ms. Cheung Man-sze, Cecilia, our Director of Field Instruction, and her fieldwork team. I would also like to take this opportunity to thank those social welfare agencies and field supervisors for their unfailing and strong support to our students.

系主任的話

香港中文大學社會工作學系的《港外實習獎》得以成功設立，實在有賴各捐贈者的慷慨付出。在此，我謹代表我系同仁衷心感謝已故譚紉就女士及其兒子鄭明訓先生——譚紉就研究基金的捐贈者；馬麗莊教授及其丈夫賴治民先生——馬麗莊獎學金的捐贈者；以及成立靈機獎學金的一眾海外熱心校友。我們十分感激各位允許我們運用捐款為我系本科及社會工作社會科學碩士課程設立《港外實習獎》。你們對我系的支持，盡在不言中，我們必定銘記於心。

社會工作學系一直致力於卓越的社會工作研究、實務及教學。我們其中一個任務乃為本地、中國大陸及國際的社會福利界培養學術及專業的領袖。為了實現這目標，港外實習為學生提供真實的生活體驗，不但能促進學生成長、建立成熟人格，以及培養在不同的專業環境中實踐的能力；還能讓同學藉此從跨地域、跨文化及國際的角度，深入了解社會工作的實務工作；對他們在學術及文化方面的發展均有裨益。

為了鼓勵更多學生前往世界各地參與實習，我們於2011年設立了《港外實習獎》來支持他們走出香港。隨著我們與國際的聯繫日益緊密，我們已與來自不同國家的機構合作，為學生提供包括加拿大、新加坡及台灣等地的港外實習機會。在港外實習期間，同學均要面對文化差異、有別於本地的社會福利系統及服務對象所帶來的挑戰。然而，他們因應這些挑戰，也發展了獨立工作和跨文化社會工作實踐的能力。這對學生在社會工作專業發展路途上，無疑有很大幫助。同學很珍惜是次難忘的學習機會，因此他們花了很多時間及努力去準備這些文章，希望與各位捐贈者及所有同學分享從是次實習經驗學習中所得到的個人、學術及專業的成長。

是次港外實習能順利進行，實有賴實習課程主任張敏思老師與其團隊的幫助，以及她對學生的鼓勵。最後，我也希望藉此機會，對提供實習機會的服務機構及實習導師致以萬分的謝意，他們對我系的全力支持，為學生的學習及成長作出了莫大的貢獻。



Message from Director of Field Instruction

張敏思女士

Ms. CHEUNG Man Sze, Cecilia

Director of Field Instruction, Department of Social Work,
The Chinese University of Hong Kong
香港中文大學 社會工作學系實習課程主任

Each summer, we will send students to cities outside Hong Kong for placement, expecting them to have unique and challenging learning experience. In June 2017, we sent out a total of 21 students from our undergraduate and postgraduate social work programmes to have placement in various cities in Canada, Singapore, and Taiwan.

Students who finished non-local placement will be invited to share their learning with teachers and fellow students when they come back in September. These 21 students have also shared their learning experience with others in September 2017. I was touched to see how excited and contented they were when they presented their learning to us. They did not just share their joy and happiness but also the challenges and barriers they encountered, how they worked hard to overcome difficulties and thus enhanced their personal growth and professional development. At that point, the huge effort made to materialize the learning unique to each of them was so worth paying. I am sure that their learning does not stop at the end of placement but serves as a solid ground for them to go further.

So, I would like to invite you to share the learning and joy of each of them. I would also like to thank all those who have made these non-local placements possible including the non-local placement agencies and field supervisors. Last but not least, without the support from our Department, Madam Tan Jen Chiu Fund and Mr. Paul Cheng, Professor Joyce Ma and supportive alumni and donors of Linkage Award, many brilliant students would not be able to afford this valuable learning experience.

實習課程主任的話

本系的同學到香港以外地區實習已超過十年，每年六至八月，我們都會安排同學到不同的城市實習，有說英語的、也有說普通話的。2017年共派了廿一名本科及碩士班同學到溫哥華、多倫多、新加坡、臺北、屏東、台南、苗栗等地，實習性質涵蓋新移民服務、醫務社工、家暴及家庭服務、社區中心服務、精神健康服務、青少年服務等不同範疇。

究竟同學在港外實習得到些什麼呢？有甚麼是本地實習得不到的呢？2017年九月當他們完成實習，從各地回來後，我們讓他們舉辦了分享會，他們有什麼體驗和得著呢？還是讓他們親自告訴你。本文集讓他們將所思所想化為文字，讓更多的人可以知道他們寶貴的學習歷程，包括一切幫助他們的人。

在此，衷心感謝各港外實習機構、眾位實習導師，以及學系、譚紉就研究基金、馬麗莊獎學金和今年由海外熱心校友所成立的靈機獎學金提供的資助，讓我們的同學可以有外地實習的機會，獲取畢生受用的經歷。



MOSAIC

MOSAIC, or "Multi-lingual Orientation Service Association for Immigrant Communities", is one of the largest settlement organizations in Canada with a history of more than 40 years. Provincially, MOSAIC provides more employment supports and programs than any other immigrant serving organization in B.C. The expertise of MOSAIC in employment services resulted in MOSAIC being the only immigrant-serving organization to be awarded a contract to deliver services through the B.C. Government's Employment Program of B.C.

MOSAIC's Services are delivered from 26 client-accessible sites and include settlement assistance, English language training, employment programs, interpretation and translation, counselling services, and community outreach for families and individuals, including children, youth and seniors. MOSAIC also offers services for the LGBTQ and temporary foreign worker communities.

(Extracted from the website of MOSAIC)



LAI Yiu Ting Dickson
MSSc FT, Year 1



Visited different places in Canada

Promotion of MOSAIC Programme in Canada Day

It takes time for them to settle in Canada by getting a job, looking for a place to live, and learning the way Canadians live to achieve their basic living needs. Their self-esteem was low as they faced multi-barriers in living in a new country, Canada, with a huge cultural shock as most of them could only speak little of the official language in Canada, either English or French.

Therefore, the program has settlement workers who could speak clients' languages including English, French, Urdu, Farsi, Arabic and many other languages from Africa and Middle Eastern regions, providing services ranging from orientation, interpretation, counselling, housing searching, life-skill training, friendship group forming and other community service referring.

As placement student

Being a placement student in the Moving Ahead Office, I was expected to be fully integrated into the agency context and quickly equip myself well with Canadian life skills, social policies, understanding of legal knowledge in B.C., etc. I needed to prepare myself to meet the clients with this knowledge and information, which was challenging within such a short window after placement.

I spent most of my placement period working in the role of settlement work case manager of the Moving Ahead FreeRunning Programme, which is designed for youth who aged 16–28. Programmes that I took part included one-on-one case management with youth refugee clients, providing settlement information, giving practical assistance with service and helping them to understand more about Canadian culture and lifestyles.

Imagine that you are newly arrived in Canada, dealing with multiple issues, health struggles, poverty, a lack of English, and feelings of isolation.

The programme

MOSAIC Moving Ahead Programme is a specialized programme for settlement that assists immigrants and refugees who face significant integration barriers to gain the capacity to cope and help them fully integrate into local communities and the Canadian living environment.

The programme served the most vulnerable group of immigrants and refugees who lack social support as they were newly arrived in Canada. They may experience poor living conditions in refugee camps and observe violence with inhuman treatment, separation from their beloved family members and close friends without the possibility of reunification and connection because of the countries of origin's unstable conditions. They have a thorough frustration at not being allowed to go back to their home country and losing all social connections. They feel that they are not Canadian, lack connections with Canada and feel the loss of everything as their academic records and work experience from their home countries were not recognized in Canada.



Joined MOSAIC staff retreat with fieldmates

I also organized sessions of group work in the Moving Ahead FreeRunning Settlement and Leadership Training Series for refugee youth who were newly arrived in B.C. These sessions were designed to provide orientation information and educational activities through an experiential learning approach to help them to acquire life skills, knowledge

and understanding of Canadian society and culture in a fun and interesting way. Moreover, to combat their loneliness and build a mutual support network for them by helping them meet new friends and share their vulnerable experiences among the group. It was a rewarding experience to run a group with members speaking multiple languages despite the difficulties of facilitating a cultural setting that I am not familiar with.

Colleagues support and multiculturalism

I received solid support from my helpful colleagues who came from a diverse background of different religions all around the world, including Afghanistan, the Congo, Eritrea, Iraq, Sudan, etc. They were new immigrants or past refugees with a strong passion for serving clients who faced experiences similar to their own. Most of them could speak three to four different languages that I hadn't previously heard of.

Due to my not knowing the first language of the clients, my colleagues were willing to translate the languages for me so that I could have a better understanding of the clients. Although I am not very familiar with the Canadian social policy system and community resources nearby, with the support from all of my colleagues, I was able to learn the details of the immigration law, policies and resources in the community so that I quickly adapted to the working environment in the Moving Ahead Office.

Professional growth

I was shocked with how fully Canada committed itself to actualizing the integration of refugees and migrants as part of the country's core policy fairly and respectfully with income

My colleagues in Moving Ahead Office



- support and employment-related services. The way Canada upheld the value of humanity undoubtedly enhanced my professional growth and values. It led me to find my passion to serve people with multicultural backgrounds and to reflect on the way Hong Kong treats is migrants and refugees.

Life in Canada

- I was fully impressed by the attitude towards a work-life and the style of the work environment in Canada in addition to the unique learning opportunity and experience. During my off-hours, I travelled to places around the city and participated in activities that I could rarely do in Hong Kong. For example, I went for a hike to search for a waterfall, watched an airshow and developed my photography skills in the beautiful scenery of B.C. All of these things added excitement and memories to my placement days in Vancouver.

- This placement was a fruitful learning experience that I am whole-heartedly grateful for. I treasure having the opportunity to grow personally and professionally in an overseas environment.



Our weekly meeting in MOSAIC HQ for case conference



Mak Wing Ki
Undergraduate, Year 3



Visited different places in Canada

Agency visit to MOSAIC Surrey office.JPG

More importantly, I put empowerment into practice when working with newcomers. For example, I made it a point to discover the strengths of new immigrants and facilitate a healthy, high functioning lifestyle among refugees. Empowerment, which is also the mission of the placement agency, is so potent that it affirmed the abilities and specialties of clients through action. Putting empowerment into practice could facilitate changes and the self-help process of clients. An example was to encourage a client with good English proficiency to fill in the form by herself before having a social worker review it. Another example was to enhance the communication between an illiterate mother and her educated children so as to provide her with practical assistance such as language support. Indeed, the social worker is not always physically present with clients and clients have to live most of their lives and solve various difficulties in daily life by themselves. Nonetheless, helping them to be more resourceful or discover how resourceful and resilient they are can actually be the most useful and effective way to facilitate growth.

The non-local placement experiences in MOSAIC have been very meaningful in gaining cross-cultural social work exposure. On the one hand, I had the opportunity to work with clients from all around the world with different immigration status in a multi-cultural work environment. On the other hand, I had fruitful exposure to the social service field and was able to reflect on social policy and social work philosophy.

Working with clients from all around the world could be difficult but was rewarding. I mainly worked with Farsi-speaking newcomers from Iran and Afghanistan. I also organized groups and activities for Chinese, Indonesian, Arab, and Japanese people and people from many different countries. Although languages could be an obstacle to my engaging with diverse clients from various ethnic groups, I put great effort in helping clients with both verbal and non-verbal communication. After that, I realized the importance of non-verbal communication of empathy, genuineness and unconditional positive regard in client-centered therapy. Active listening was critical, especially when talking with clients with limited English proficiency. Cultural differences between clients and social worker as well as among clients from around the world also broadened my understanding of cultural diversity. I really enjoyed the joyful time of cultural exchange through which I learned many new things about different cultures. I learned to be more culturally sensitive and open-minded in order to better comprehend clients' situations and feelings.



Dim sum lunch with supervisors and other students

Another side of cross cultural social work practice enabled me to be more reflective on social work philosophy, helping me to integrate my placement work skills with my social work knowledge. Reflection on micro- and macro-social work not only occurred in daily work, but also in agency visits. Visits to safe injection houses and shelters for the homeless were invaluable in giving me room to compare the social service models in Canada and Hong Kong and reflect on social work values such as dignity and human rights. I reflected on how liberal ideology and socialist society structure shaped the public culture and development of social services in Canada. Service eligibility may create limitations for people in need of accessing services and even service gaps and problems of resource allocation. For example, refugee claimants had no access to most of the social services in Vancouver before sitting for a court hearing. However, considering those now living in Vancouver may soon become permanent residents of Canada, necessary social services should be provided to them to a certain extent to ensure their basic needs and rights are implemented. Therefore, social policy and governmental support plays an important role in immigrant and refugee services.



Another co-worker from Iran



Visit to United Church shelter for homeless

Social work values are also emphasized in the placement agency. Equality in the agency can be seen through the establishment of several universal toilets in the agency and in gender neutral word choice. I learnt that using the words "manpower" or "chairman" may indicate that only males are included, so "staff" or "chairperson" should be used instead. These subtle but meaningful things made me understand more fully how equality and social justice can be achieved in action, starting with the everyday practice of agency staff. Advocacy for refugees and immigrants and sponsorship of refugees were also highly promoted in the agency. This also stimulated me to think about the importance of advocacy for clients. Advocacy facilitated the development of governmental policy and multi-party cooperation for the sake of clients. In the long-term, improvement of social policy benefited both clients and the agency in offering better and more comprehensive services.

All in all, the non-local placement journey was greatly rewarding and fruitful. The things I learned from my supervisors, clients and colleagues included a lot more than the above. Words are limited, but learning from the placement is not. I could not explain how grateful and fulfilled I was when I finished my placement as I gained much inspiration on social work and social policy from new exposures every day. I would like to express my deepest gratitude to the social work department for giving me this wonderful opportunity to experience social work in cross-cultural practice. Thank you!



Wong Ching Yee, Sharon
MSSc FT, Year 1



Traveling in Canada

Helping with the Teaching Kitchen Programme at Family Centre

After receiving the offer to do my placement in Canada, I was pretty excited but also afraid. After some serious consideration, I finally decided to give it a try. It was not an easy decision. I had to step out of my comfort zone and enter a country that I was totally unfamiliar with. However, after three months it has become a country that I am really fond of.

In my placement, I had chances to meet with clients and help them with various tangible needs, for example application for social welfare services. It was difficult for me at the beginning because I did not know much about the social policies, welfare services nor community resources of both the country and the province. I started to read through and collect as much information as possible. It was an interesting process for me because I developed more knowledge about different social policies, in particular those not existing in Hong Kong. It was also a rewarding learning process because the more I learnt, the more help I could provide my clients. Of course, it was not a smooth process but had its ups and downs. I remember handling my first case with nervousness and worry, especially when my clients asked me some questions that I was not sure how to respond to. It was upsetting to me, but after that I realized it was just a normal part of the learning process. We all need experiences to grow and build competency. That first experience gave me the insight that I should prepare myself better and learn from the experience. Then, as I handled more cases, I began to build more self-confidence and became more familiar with different policies, welfare services and community resources. In the end, I have developed a broader perspective to look at how a society's values shape its people and how well-established social policies benefit its people.

During my placement, I also had opportunities to visit different agencies and service centres. These visits were inspiring to me since some of



Outreaching at Playland, doing face-painting for kids

the services were new to me. I could learn more about the core values behind policies, how the services are delivered to users, and how the agencies work with their service users. For instance, the visit to Insite (a supervised injection site) not only allowed me to learn about the services provided by the site, but also stimulated me to reflect on certain social work values such as respect of human rights and social justice. All the visits have broadened my horizon on social services. Although these services might not be applicable to Hong Kong, they have given me more insights on how to improve and integrate the services in Hong Kong.



Visiting MOSAIC's centre in Surrey

Additionally, the mix of ethnicities and cultures in Canada is amazing to me. Everyone is kind to each other and respects each other. People live in harmony and peacefully. When you walk on the street, you can see people of different colors, hear different languages, smell different flavors from food, etc. Everything and everyone is important to this cultural diversity and together they form Canada. Canada is a country that embraces cultural differences, freedom, equality and peace. These values are in line with social work values. Having spent three months in Canada, I have developed a higher cultural awareness and become more open to diversity, especially diverse ethnicities. I appreciated this multicultural characteristic and tried to grab chances to talk to people of different ethnicities.

Finally, I am glad that I had been brave enough to apply for overseas placement and decided to put it into practice. I will always remember this wonderful learning journey and the experiences that I gained in these three months. I will always remember this lovely country and its lovely people. Last but not least, I wish to express my gratitude to the Department of Social Work and my placement agency, MOSAIC, for granting me this valuable placement opportunity.



Canadian Mental Health Association

The Canadian Mental Health Association (CMHA), founded in 1918, is one of the oldest voluntary organizations in Canada. Each year, CMHA provides a wide range of innovative services and supports to people who are experiencing mental illness and their families to more than 1.3 million Canadians through the combined efforts of more than 11,000 volunteers and staff across Canada in over 330 communities. The services are tailored to the needs and resources of the communities where they are based.

As a nation-wide, voluntary organization, the Canadian Mental Health Association promotes the mental health of all and supports the resilience and recovery of people experiencing mental illness. The CMHA accomplishes this mission through advocacy, education, research and service.

(Extracted from the website of CMHA)



Shum Hong Yin Adrian
MSSc FT, Year 1

A time for us to rest and explore in Canada



*Me and my agency supervisor-
Ms. Stella lee*

The Canadian Mental Health Association (CMHA) is one of the oldest national, charitable organizations in Canada and the oldest national mental health charity. The goals of the organization centered around war recruits, mental examination of post-war immigrants, prevention and support for adequate facilities, and care for the treatment of mental illness. It is uniquely positioned in Canada as a charity that brings together community-based experience and expertise on the prevention of mental illness and community support for the mental well-being of all Canadians. (Information from CMHA)

It was my pleasure to have the opportunity to have my first placement in Canada. I got a chance to see and learn more about things outside Hong Kong. I worked in the Canadian Mental Health Association Vancouver-Fraser Branch and associated with the Chinese Health

Promotion Program. I was lucky enough to get a chance to work with my supervisors, Mr. David Ho and Ms. Stella Lee. They provided me with a lot of freedom and knowledge to learn and apply during the placement. During the placement, working with my field supervisor, Ms. Stella Lee, I helped the Chinese Health Promotion Program to improve the lives of individuals in the Chinese community by increasing awareness of mental health issues, promoting wellness through recreational and leisure activities and reducing the stigma associated with mental illness. One of the most important programs was the Happy Senior Group, which allows the Chinese elderly to join and improve their lives in different kinds of groups, including the exercise, drama, drawing, singing and yoga classes. I also met the CMHA members in the groups and learned from their stories and life experiences. From their stories, I could also learn how the Chinese people overcame their difficulties and cultural differences in a whole new environment. It was my pleasure to meet with them, and I had a nice time with them during my placement. On the other hand, I also joined different kinds of workshops and activities there, for example, the SafeTalk workshop, which taught me to aware the signs of people who want to kill themselves, and the Ride Don't Hide fund raising activity, which allowed me to meet different kinds of people and see how fund-raising programs operate in Canada. I could also bring back the things I learn from the setting in CMHA to Hong Kong, and it would be great for my future career path.

Learning experience in Canada

My other supervisor, Mr. David Ho, provided different kinds of agency visits for me to explore during the placement. In the Emergency Psychiatry Unit at St. Paul's Hospital, I had the chance to follow Dr. Chakraborty on several cases. Thanks to my supervisor, I had the chance to learn and see how a professional deals with different kinds emergency cases and how the procedures of the Hospital provided help and support to the clients. Inside the hospital, I can also spoke with Dr. Chakraborty and the social workers, who could share with me about the situation, the difficulties Vancouver is currently facing and what the hospital does to support the people in need.

I also had the chance to know about the client information system in Vancouver and how different agencies and the hospital work together to provide more help for the clients there. In the Mount Pleasant Neighborhood House, I had the chance to meet the social worker there, and I could view the facility of the neighborhood house. The neighborhood house not only provided services for the homeless people but also for the people in need within society. The pre-group education room and youth activities room there also impressed me a lot, and I think we can also do more or learn from them in Hong Kong.



Field visit to MT. Pleasant Neighbourhood House

In the InSite for Community Safety, I could see a different perspective of Vancouver. The site provided a place for the drug users to take drugs safely. I saw different kinds of people come here to take drugs which I would seldom to have the chance to see in Hong Kong. We also visited the First United Church to see how the agency was offering a place to help the homeless people in Vancouver. We saw that there are different kinds of services offered by the church for the homeless people. For example, they provide some food supplies for them, some shelter services and some storage services to the homeless people. Although the services were limited to the homeless people there, it could still provide some support for them. I considered whether these kinds of services could be used in Hong Kong or not as the support in Hong Kong for the homeless people seemed to be kind limited nowadays.

During my 3-months living in Vancouver, I also met my host family. I could exchange daily life experiences with them, and they were willing to tell me about things happening in Vancouver. From the conversation with them, I learned about the learning environment for the youth of Vancouver, the homeless people problem, the housing problem, and the weather problems in Vancouver. My host family was also from Hong Kong, and they could tell me their stories of living in Canada and the feeling of leaving their home to a new place. I suggest that the students who will come next year should meet more people here in the future. The more people we meet and talk to here, the more things we can learn about from different kinds of perspective.



A great time in MOSAIC

Professional Growth

From this placement, I can had the chance to see cases and lead a group. These experiences let me know what I should learn more about and apply the knowledge I learned in my studies. My supervisors also gave me feedback about my competence in the casework and groupwork for my own improvement. I could review the quality of my work through the group proposal, casework recordings and group summary. These allowed me to become more professional. From the cases, I had the chance to meet with people with mental health problems. I could review the process through my recording and ask for the opinions from my supervisor. I got more insight and I could use the theories I had previously learned to help improve my work in both casework and groupwork in the mental health setting. My supervisor also discussed with me and coached me about the theories I used during the casework and group work. I could also have a group supervision with my field-mates from different centers to practice my micro-communication skills. The comments from my supervisor provided me with a lot room and insight to improve.

For the group, I had the chance to develop a group base on the needs of the members from CMHA. Through the group sessions, I learned about the group dynamic and how the group developed through the process. It was a good experience to see my group changing throughout the process. The groupwork also trained me to think more and prepare more for different kinds of situations that would occur spontaneously through the group process. The groupwork experience also honed my skills to hold a group and communicate with different people at the same time. My communication skills and active listening skills were also improved through the process. As most of my clients were immigrants from Hong Kong, we could speak in the same language and shared the same culture. This made me feel like I was still working in Hong Kong, but I could still design the group with some of the culture from Canada through the process. The group members also showed me many things that will contribute to my future development. I thank my agency supervisor Ms. Stella Lee for giving me a lot of freedom and support during the groupwork and also my supervisor David Ho for giving me different kinds of opinions for my group work quality and improvement.

Additionally, I also thank MOSAIC for giving me and my Vancouver fieldmates a chance to meet with each other once a week. We could share our experiences and what we had done within a week. The senior manager John Dubé would also share some of his knowledge about the social work setting in Canada. I enjoyed the time with my fieldmates and the sharing sessions enriched my mindset and knowledge.

Personal Growth

This is a great opportunity for me to review myself and grow up. This is my first time to live in a foreign country to work and learn for a long period. I needed to overcome different problems like the cultural differences, the language, the living circumstances and transportation. I needed to take care myself and adapt the new environment. It has been a good challenge for me to leave Hong Kong and go to a place where I had never been before. I learned how to be more independent and how to manage my workload. In Canada, I could review my strengths and weaknesses and find ways to improve myself. I could apply my strengths to help me overcome difficulties and improve weaknesses. My supervisors and fieldmates could support me and give me different kinds of advice. I am glad that I could have them in my corner. I think this has been a very good experience for my personal growth. I could leave my comfort zone and see more things outside Hong Kong. I could learn to overcome different kinds of problem by myself and explore more opportunities to enrich my knowledge and my view. I hope I will have the chance to come back, and I also encourage everyone to accept the challenge to go on an overseas placement.



My supervisor - Mr. david Ho and my field mate



Strathcona Community Centre

Constructed in 1972 through the efforts of the Vancouver Board of Parks and Recreation and the Strathcona Community Centre Association, the Strathcona Community Centre (SCC) is located in one of Vancouver's oldest neighbourhoods, one and a half blocks east of the central business district of Chinatown.

In addition to fitness facilities, basketball camps, floor hockey and piano recitals as other community centres, SCC offers several specific programmes to not only entertain, but to help the entire community, especially the children, learn invaluable life skills for themselves and their families. Over the past 45 years, SCC has been providing a variety of services, including but not limited to licensed childcare, preschool, children, youth, adult, fitness centre and seniors programmes.

(Extracted from the web page of Strathcona Community Centre)



Li Yim Ching
Undergraduate, Year 3



Volunteer in Canada Day 150th Anniversary

Yum Cha with supervisors and staff in Mosaic

The uniqueness of agency culture

Similar to social work in Hong Kong, the social workers at the centre were required to write proposals for funding. The agency culture is quite different from the one in Hong Kong. There are no social workers in the community centre; the staff is doing the duties of a social worker. The clients will tell their personal issues to the elderly programmer who will introduce community resources to the service users. Similarly, the parents will find the child care programmer for the interpretation of English letter or ask her opinions on the family issues. Therefore, the agency atmosphere is friendly, and the agency can recruit many volunteers to assist different programs for all ages. It is impressive that the center realizes the mandate of securing opportunity for everyone to participate in activities. The pay-as-you-can approach is employed. The parents can register for activities for their children by putting the money that they can afford into envelopes. At the same time, the social worker writes a proposal for funding to subsidize the activities, such as skiing, wind-surfing, and basketball. The children can join the activities without facing financial hurdles. In this matter, I saw how the community center recognizes the personal needs and ability of people without assigning social stigmas or labelling. This is the social work value practiced in the organization's settings. Additionally, with a visit to Mount Pleasant Neighborhood House, I was able to see social work values practiced in terms of recognizing the needs of all people regardless of nationality and residence location. There are services for new immigrants and local residents who are still having trouble settling into the community, including different languages support, that meet the needs of people from different nationalities, such as Syrians. On this basis, it is clear that the social work values of equality and non-judgement are practiced in Canada.

Self-evaluation report

The three-month social work practicum in Canada was definitely a fruitful experience through which my professional and personal growth was fostered. Moreover, I experienced how the social work values are practiced in policy making and social life.

What I have learnt

Having three family cases and one group about parent-teen conflict resolution, I have developed more mature micro-skills and theoretical practices. I received three cases: 1) 10-year-old girl telling lies and being isolated by her classmates. 2) 4-year-old boy throwing regular tantrums. 3) Single-mother requiring tangible services to manage the child abuse suspected of her ex-husband. These three cases provided me with the opportunity to practice basic counselling practices and needs identification and intervention skills from case work theories. In a person-centered approach, I have applied concepts of acceptance, unconditional positive regard, genuineness, and empathetic understanding. Moreover, Psychosocial and Crisis Interventions are also practiced in the casework. In working the third case, I learned the child protective services system and the resources for parenting a child with special needs in British Columbia, Canada.

Agency Visit to First United Church



Local social service

Apart from the community center and neighborhood house, the agency visits to the Onsite and First United Church expanded my horizons in dealing the social issues in Hong Kong. Regarding drug issues, a harm reduction approach is taken instead of the moral approach preferred in Hong Kong. Services are provided to minimize the harm that the drug takers and homeless will face. The harm reduction used in the drug prevention is full of controversy. For example, many question whether the harm reduction approach encourages people taking drugs, while some think the approach can motivate the people to re-integrate into society and seek resources to change. I believe social inclusion is the essential element in dealing the drug issues. The criticism and social stigma would isolate the drug takers. Therefore, Hong Kong taking the moral approach discourages the people from seeking help from society. Harm reduction is not the perfect approach, but the concept is worth learning in Hong Kong with regards to the fact that the comprehensive system of mental health services supports the drug takers and the emergency mental health hospital (St. Paul) to do crisis intervention in cases of life and death.

Agency Visit to Mount Pleasant Neighbourhood House



Last, when I volunteered on Canada day, I saw a lot of people wearing red t-shirts with "I love Canada" on it or sporting some accessories displaying celebratory words. It was very impressive to see different ethnicities coming together to celebrate the birthday of Canada. They love the country. Living there for three months, I also fell in love with the country, not only the beauty of the environment, but also because of the people and culture. The respect, equality and open-mindedness contributed to the people loving the country. The Pride Festival is the big event for LGBT to be proud of themselves and accepted by others. Moreover, the local people show care to each other by offering up their seats on the bus and saying "thank you" to appreciate the kindness of the bus driver. There are so many beautiful scenarios that take place on the bus. The passengers will start conversations very naturally. The bus driver greets the passenger with "Good morning" and the passengers say thank you to the driver. Not only do the locals respect other people, the people respect the environment as well. For environmental protection, the residents are limited to catching a certain number and size of fishes and crabs. The environmental sustainability is a shared concern.

In the placement, I developed more mature basic counselling skills, focusing on the person-centered approach. Moreover, through agency visits, I learn how to put the social work values in terms of respect, non-judgement, and acceptance into practice. These foster my professional growth of being a social worker. Finally, volunteering and living in Canada inspired me to reflect on the reasons people love Canada.



Chinese Family Service of Ontario

Chinese Family Services of Ontario (CFSO) was incorporated in 1988 and is a non-profit, accredited professional counselling, family services and settlement agency with a focus on Chinese Canadians. CFSO offers both linguistically and culturally sensitive services to individuals and families in need of counselling and settlement services.

CFSO is staffed by a team of professionals in the disciplines of social work and counselling psychology, with a mission to build a safe and harmonious community by providing professional counselling and settlement services to individuals and families in need.

(Extracted from the website of CFSO)



Chan Ho Ying
Undergraduate, Year 3



Seize learning opportunities by participating in agency's activities actively.

I would call it a fruitful experience. I ended up receiving much more than I expected. In terms of social work values and practice, I gained a lot through different learning opportunities. Since I worked in the community development field in my first placement, I have engaged in a lot of community-based activities and became experienced in community work, but I am not familiar with individual counseling and family services. Fortunately, my supervisor supported me with sufficient guidance and discussion about counseling skills and case analysis while giving me a lot of confidence to make the courageous step to start seeing a client. It was my pleasure to have the chance to experience the power of counseling and to witness the impact of counseling sessions. Moreover, since it was a family counseling service unit, on the one hand, I had the opportunity to tap into various client systems; on the other hand, I was able to learn from experts in different aspects. I

was responsible for five cases, including mental health, youth, domestic violence, suspected child abuse and bereavement cases. The varied nature of these different cases enabled me to work with people from different backgrounds and make observations about their behaviors and coping strategies. After the consolidation of the cases, a supportive work environment provided me with sufficient resources to manage them. I have learned and practice multiple social work approaches and theories, including Emotion Focused Therapy (EFT), Acceptance and Commitment Therapy (ACT) and mindfulness.

In terms of culture, I have always been curious about how people of different cultures and ethnicities live together as they have different practices and lifestyles. While in Canada, I had a real taste of a multi-national country. Although they are not as ideal as I imagined, supposing that such people could get along together without any obstacles or hatred, most of them appreciate and respect the differences. Besides, the thing I appreciated the most is that different groups have equal rights to use public space to protest, assemble and celebrate. I participated in the Pride Parade as a volunteer. It was impressive that people could dress up the way they wanted to and be themselves, while couples with different sexual orientation held hands and embraced their love ones without criticism.

We traveled to the neighboring cities during free time.

Travelling around is important to learn about culture and history of a country.



Experiencing life in a welfare state is one of the reasons I chose Canada. I extensively considered both welfare states and capitalist societies. With the assistance of a newcomers' tour to Queen's Park Parliament Building and my participation in a citizenship course, I had a close look at how this welfare state operates and how the system was developed. Apart from gaining more understanding about the structure, I had a lot of conversations with different people in order to learn more about how citizens view Canada's status as a welfare state. I asked their opinions about the relatively high tax rate, refugee regulations and immigration policies, resulting in my having a more holistic view about the welfare state.

I am thankful that I leapt at the chance to do my second placement in Canada, despite my anxiety about all the uncertainties and stepping out from my comfort zone. I had been anxious about working in a brand-new environment and an unfamiliar field. I also doubted if I was capable of facing those challenges. The experience was rewarding. I gained knowledge and experience that can be applied in my future career, while I grew more mature and confident in making some personal decisions. Thanks to the fieldwork team and the department who offered me this precious placement experience. Thanks to my family who gave me unlimited emotional support when I was facing hard times. Also thanks to my supervisors and fieldmates who have supported me every day.



Cultural activities such as Canada Day and Pride Parade were enjoyable!

Chan Man Kiu, Nikki
MSSc FT, Year 1



Taking photo with my supervisor
(TM Tsang)



Agency Visit of Yee Hong Centre for Geriatric Care with supervisors and other placement students

In these three months of placement, I had a fruitful experience. One of my objectives in going to non-local placement was to become a more independent person. After this placement, I can be more independent in taking care of myself in daily life as well as in work, such as, preparing session plan and group materials. This benefits both my next placement and my eventual work.

This organization is very special, including many counsellors and social workers who mainly conduct case interviews with clients. All the staff are also supportive. On the one hand, they trust placement students a lot, so they are willing to offer opportunities for students to gain exposure to different aspects of the practice, such as letting students assist in community events, hosting booths at public events, and arranging agency visits in different fields, like among the homeless and the elderly. These experiences helped me evaluate the differences between the welfare systems of Hong Kong and Canada. As a result, some of my essential professional attitudes towards being a social worker were strengthened, such as focusing on the dignity and self-determination of clients. On the other hand, they are willing to share knowledge and experience with the placement students. I thought that every staff member in the organization did their work with great passion, so I appreciated them very much. This made me understand that I should not devalue any work with clients because the value of any work is determined by the social workers. As a result, the social workers can create their own meaning of the job and put effort to perform the work to the best of their ability. Each of them did their job in their own style, so I have gained many insights from staff interviews and from shadowing their cases. I could also try to apply them in the case interview as well as in the group. For example, one of the supervisors taught me not to focus on just the presenting issues of the client; instead, it is more important to look into the reasons behind the issues and understand the pain and struggles of clients. Therefore, I could know more about how to ask appropriate questions to bring the conversation with the client to a deeper level. Another colleague also taught me that social workers need to have greater self-awareness about their own emotions because their emotions will have an effect on the clients' emotions. This made me become more aware of the impact of the social worker on clients. My supervisor taught me the importance of being honest with the clients. This helped me understand how to build genuine relationships with clients. All these experiences helped me understand more ways to enhance the cooperative relationship between social workers and clients.

Additionally, I had the chance to apply therapies during the placement, such as Cognitive Behavioral Therapy and Emotional Focused Therapy. This helped me evaluate my strengths and weaknesses in case interviews and group. The experiences of conducting case interviews and group and individual supervision help me enhance my self-understanding and self-growth. For example, I become more aware of my thinking patterns and how the past experiences affect my present behaviors. This makes me feel more comfortable with making sense of present behaviors and making adjustments to my attitude. As a result, I can be more open to accepting other' feedback and evaluations and increase self-acceptance.

Furthermore, apart from working independently, I also enjoyed the experiences of cooperating with my fieldmates. Although we are from different backgrounds, we can achieve good cooperation and mutual support. Working as a team can offer opportunities for us to learn from each other and share deeper feelings with each other. This also helped me evaluate my strengths and weaknesses. Therefore, I could know about how to improve myself in a more concrete way. For example, how to set a more precise and concise objective, create better continuity among the group materials and present the group materials in a clear way.

In conclusion, as this is only my first placement, I still have a long way to go in my career. I used to think that skills are the most important aspect of being a social worker. However, after this placement, I've started to think that although counselling skills are very important, my attitude about finding my own roles and values make self-reflection and self-awareness the starting point of becoming a better social worker because the attitudes and values affect whether I can persevere and show passion for the job. Clients can also feel my genuineness, which can improve the therapeutic relationship between us. Although I experienced many ups and downs during this placement, I learned a lot and very much enjoyed these three months. It is a very precious experience. I also found my passion in conducting case interviews with my clients and holding group. The things I learned and observed and the constructive comments provided by my supervisor from the organization can not only help me have a clear direction to deepen my learning process in the next placement, but also benefit me much in my future career.

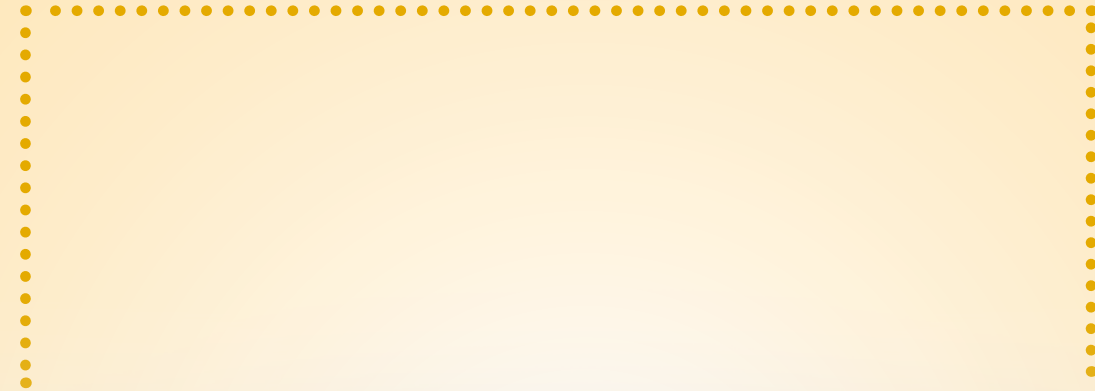
Niagara Falls Trip with colleague



Taking photo with other placement students



Party hosted by a CFSO staff



Children's Cancer Foundation

Children's Cancer Foundation (CCF) has a mission to improve the quality of life of children with cancer and their families and children impacted by cancer through enhancing their emotional, social and medical well-being. They adopt an integrated hospital-community-home service to offer a spectrum of critical services to the beneficiaries.

Founded in 1992, CCF provides children with cancer and their families the much needed support in their battle against the life threatening illness. Over the years, CCF has helped close to 3000 children and their families at different stages of the illness.

(Extracted from the website of CCF: Singapore)



Ho Tsz Yan
MSSc FT, Year 1



My colleagues celebrated my birthday with me

CCF office in Novena

Most importantly, in order to enhance my understanding of the agency's services and programmes, she gave me lots of opportunities to work with other teams beyond the hospital team so that I can work with survivors and bereaved families. Taking part in various programmes is important for me because I can, not only better understand the services of CCF, but also improve my engagement skills with children and their family members.

I am glad that I was assigned to the Children's Cancer Foundation (CCF) in Singapore for my first placement. CCF, which was founded in 1992, is a non-profit organization solely funded by public and corporate donations. CCF provides a wide range of programs and services for children with cancer and their families to support and improve their quality of life. I am glad to join the hospital team—KK Women and Children Hospital (KKH)—in CCF during these three months.

At the beginning of my placement, I felt stressed in this unfamiliar country. However, I was glad to have a nice supervisor (Ms. Ng Hwee Chin) who cared for me, supported me, and helped me adapt to Singapore. She shared the history of Singapore with me and recommended some activities to help me adapt to Singapore within a short period. Additionally, in terms of learning, she was focused on my limitations and abilities, and, adjusting her teaching modality, she assigned ad-hoc assignments for me to enhance my understanding during observation. Moreover, when I was faced with difficulties and dilemmas, she gave advice for me to overcome it.

Apart from the support of my supervisor, my colleagues played an important role during these three months. At the beginning of my placement, I felt nervous because I did not have knowledge related to childhood cancer, treatment protocol or the side effects of the drugs. Moreover, I did not have experience interacting with children before and thus I had no idea how to start my first placement. Fortunately, my colleagues were very knowledgeable, helpful and supportive. In terms of knowledge, they provided me with lots of documents related to childhood cancer and the side effects of the drugs. Moreover, after the family conferences, they spent time consulting with me and sharing knowledge of childhood cancer and treatment protocol with me.

Family Resources Center



The materials in Family Resources Center, e.g. Art materials, books, toys and board games

In terms of engagement with children, through shadowing colleagues and practice in the Family Resources Center (FRC), my engagement skills with children have been improved. Through shadowing colleagues, they showed me how to engage with the newly diagnosed cases. At the same time, they gave me lots of opportunities to engage with children through inviting me to join their sessions. After each session, they were keen to give me advice about my performance so that I can improve my skill.

Furthermore, when I encountered difficulties, they were willing to assist me and shared their experiences with me. They were also willing to share their experiences of planning case sessions with me so that I could learn how to prepare my own case sessions.

I would like to take this chance to say thank you to CCF and to my supervisor for the guidance and support so that I could have a fruitful placement in CCF during these three months. Thanks to my colleagues for the support and care during my stay. Thank you.



I joined the activity in Family Resources Center



Jurong Health Services

Jurong Health Services is Singapore's public healthcare cluster formed to facilitate the integration of healthcare services and care processes for the community in the west. While managing Alexandra Hospital and Jurong Medical Centre, Jurong Health has newly established the integrated healthcare hub in Jurong Lakeside District comprising the 700-bed Ng Teng Fong General Hospital and the 400-bed Jurong Community Hospital.

Breaking new ground, Jurong Health Services has had the opportunity to start planning on a clean slate and design our new hospitals with patients as the main focus. The hospitals are the first in Singapore to be designed and built together from the ground up as an integrated development to complement each other for better patient care, greater efficiency and convenience. The hospital planning process took into account how patient care, treatment and rehabilitation may continue seamlessly between the hospitals.

(Extracted from the website of Jurong Health Services)



Chan Wing Hin
MSSc PT, Year 2

Learning opportunity outside NTFGH - Agency visit - This is a dementia elderly doing painting in a nursing home.



*Ng Teng Fong General Hospital -
A new hospital located in the west
region of Singapore*

If you are interested in doing your placement in a multi-cultural environment, I would highly recommend considering Singapore. In Singapore, different races like Chinese, Indian and Malay are living together harmonically. Despite having different skin colours, mother tongues and cultures, you can feel that they are all united, patriotic and proud of being Singaporeans. I was amazed by the strong cultural integration in this country.

The experience of having one's placement in an overseas country is totally different from going for a short and relaxing vacation. You can enjoy blending into the local culture and experiencing the life of a local Singaporean. You can also understand the country and learn from the people, which may be the most valuable experience of an overseas placement. You can spend time exploring various areas in Singapore and discover different details that tourists can barely see. For example, you can discover lots of elderly men petting their birds in some specific residential areas, which is seldom seen in Hong Kong nowadays. You may come across some "suspected prostitutes" sitting at the corner of some shopping malls. You may also chat with the locals and understand their lives while you are getting a haircut.

Besides the experiences mentioned above, I had chances to visit different agencies working against human trafficking and for rights for foreign workers, attend the Festival for Good, and join a local group to visit patients at the Institute of Mental Health. Although these visits were not directly related to my placement work in the hospital, these were some very valuable experiences that have broadened my horizons in understanding the social policies and social developments in Singapore. It was delightful to meet with various passionate staff members and volunteers. The depth and sincerity of shared knowledge made me feel connected with these new friends and has encouraged me to continue working on my passion and vision.

The 12-week placement journey in Ng Teng Fong General Hospital (NTFGH) was also unforgettable and fruitful. NTFGH is a comparably new hospital in Singapore. However, the medical social service team is well established and professional and plays an important role in the multidisciplinary team for promoting patients' interests and quality of life in a holistic approach.



Some uncles petting their birds in the residential area

ADA Café - A local shop that employs for patients with early onset and early stage dementia



The training in NTFGH was very comprehensive and helpful. Briefings on essential topics of being medical social workers (MSW) were provided during the orientation week, which I found helpful in understanding the role of MSW in Singapore and the related policies. As a foreigner who is not familiar with Singaporean systems and policies, I had some difficulties understanding and remembering some important parts of initiatives and community resources at the beginning. However, this overseas placement experience was a very good opportunity for me to learn different systems and policies of a place other than Hong Kong, which allows me to compare and appreciate the good points of both sides. Furthermore, this placement has equipped me with skills of working with patients and their families and advocating for patients. I was also able to learn various personal styles of helping from different colleagues. All these have stimulated me to actively reflect about myself throughout the learning process and understand my potential strengths and weaknesses.

Besides comprehensive trainings, the agency was very supportive in broadening students' horizons and maximizing students' exposure. Instead of working with and shadowing different inpatient and outpatient cases in different specialties, students were encouraged to visit various NGOs and community groups, as well as sit in on different seminars and meetings organized by other work groups. Nevertheless, each student was assigned one MSW as a supervisor; thus, I was privileged to be supervised very closely. I was also very thankful that my supervisor was very patient and nice in coaching, reminding and encouraging me. Apart from my supervisor, other colleagues were also very friendly and were willing to teach me and give me prompt advice.

It was a valuable adventure! I would like to express my gratitude to the Department of Social Work and NTFGH for offering me this memorable overseas placement opportunity.



PinkDot 2017

Sha Suet Ting
MSSc PT, Year 2



Escorting patient to Senior Home

Elderlink conference



With the privilege to learn about Singapore's healthcare financing system in detail, I appreciated the arrangement of Medisave and Medishield. The aging population is a global issue. As people age they will have a higher chance to be admitted to the hospital, which will increase government medical expenses if residents are not responsible for a certain portion of such expense. Medisave helps residents to reserve a certain part of income to pay for their medical bills, and Medishield, as an insurance, helps to pay larger hospital bills. Compared to Hong Kong's current system, residents are well subsidized by the government when they are admitted to the public hospital, which imposes a heavy load on the government's finances, especially when residents get older and have not saved for their future medical bills. How can social policy help prepare Hong Kong for this challenge?

Medisave is part of Singapore's Central Provident Fund (CPF), which is similar to Hong Kong's MPF. However, I appreciated the rationale behind CPF much more. Although CPF is withdrawing 20% from an employee's income, 4-fold of MPF, it is subdivided into three parts for one's medical care, retirement needs and housing or children's education. Reflecting on the difference between CPF and MPF, I wonder how Hong Kong's government can better prepare our residents to be retired well and how professionals can help enhance residents' awareness of their retirement and medical savings for the future.

Visit to HOME



The hospital setting had a fast pace that required me to pick up many medical terms and learn how one's medical condition affected his/her psychosocial and emotional needs. It was very challenging yet rewarding because the breadth of knowledge and interdisciplinary collaboration necessary was enormous. I once thought that medical social work is preoccupied with financial assistance work, but this placement enriched my vision. I now know that the role of medical social workers in a hospital can be anything from a mediator, educator, comforter, listener, multidisciplinary team player, gate keeper for Medifund, etc. Financial assistance was just a part of work, others included care and discharge planning and crisis intervention. I once thought that medical social worker could not build a long and deep relationship with patients due to the pace of work; however, I saw how it was possible with patients being regularly or frequently admitted to the hospital.

Visit to Social Enterprise event

While living in Singapore, I learned more about the standard of living and had a glimpse of Singapore's housing policy. By comparing rents and living space, Hong Kong can easily gain a trophy for higher rent-to-space ratio. This difference leads me to ponder how Hong Kong social workers can play a part in regulating housing policies so that Hongkongers can reasonably acquire basic structure.

Another thing I observed about Singapore was their ethnicity integration. I was previously engaged in ethnic minority (EM) services in Hong Kong and witnessed how inhospitably Chinese people treated Pakistani and Nepali children. I heard many dreams and ambitions from them, but because of their Chinese ability, most of them could only stay at low-income jobs when they grown up. When I was in Singapore, I learned that every kid has to learn English and their mother tongue in school, and because English was made the official language, "ethnic minority" groups could attain higher education levels and better employment opportunities. Furthermore, each major religion was respected by offering each 2 days of public holiday. By contrasting the fate of ethnic minority groups in Hong Kong, what should Hong Kong social workers do to further promote such integration? What social policy shall be implemented to provide a better platform for our "local EM"?

During the placement, I also visited different events and organizations to understand two other topics for my own interest: sexual minorities and human trafficking. I attended Pink Dot 2017, which was started in Singapore and spread to Hong Kong 5 years ago. When Singapore was mentioned as a harmony-seeking and conservative country, I felt surprised that this controversial event started in Singapore and had its influence over the world. Surely, sexual minorities were still being pressured by the government and the public in Singapore, but they were still zealous to voice out their requests for equality and respect. Back in Hong Kong, how will we stand for their equality and the respect they lack? How do social workers, especially those with monotheistic beliefs, practice acceptance towards this group of people?



When I got in touch with the Humanitarian Organization for Migration Economy (HOME) and Hagar Singapore, I understood more about conditions of foreign workers and human trafficking in Singapore. Singapore and Hong Kong are similar in the way that both are developed cities and many people would think that human trafficking is not happening as it is more likely to be a developing countries' issue. However, it is well known that people from poorer countries, such as Myanmar, Bangladesh, and India, easily fall into employment traps that cause them heavy debt back home, and then often leads to coerced female prostitution, exploitation at workplace, etc. As a social worker, or even a medical social worker, how can we identify their specific needs and background in order to help?

A lot of Singaporean families engage foreign workers as domestic help, in addition to these immigrants working as bus drivers, construction workers and cleaners. However, they can only have one day-off per month. Though this has been recently changed to a day-off per week, it is up to the agreement between the employer and helper. When we can enjoy 1 to 2 days-off every week, why are the domestic employees, having no definite working hours a day, limited to one day of rest in a month? When the Singaporean government bans formation of labour unions in the general public, who can be their voice? This is the beauty of Hong Kong's remaining freedom of speech and assembly that enables and empowers workers to speak up. How can we protect this remaining beauty in Hong Kong? Also how can foreign workers in Singapore be well attended?

This placement was really a fruitful one in learning from many different avenues!



勵馨社會福利事業基金會

1986年，勵馨基金創辦人，帶領著一群基督徒朋友開始從事不幸少女的救援與輔導工作時，她的心中不斷地描繪著「中途之家」的藍圖，靠著上帝的引領和社會大眾的協助，於1988年5月成立「勵馨園」。

踏進二十一世紀，勵馨基金會以基督信仰與專業倫理為核心價值，效法耶穌基督委身於弱勢族群的精神，不斷以實際行動來關懷台灣的兒少與婦女，從預防性、發展性、服務性三層面的工作持續努力，並致力於社會改造，創造對婦女及兒少的友善環境。

（撮寫自勵馨基金會網站）

朱雪盈
本科三年級



我和設計家服的個案的合照



我和可愛的同工在家庭日結束後拍的合照

台北市向晴家園

向晴家園是勵馨基金會承接北市公辦民營的少女中長期安置機構，服務對象為 12-18 歲需接受保護安置之少女。家園提供全面的生活照顧、身心靈的關懷，協助少女發展各項能力，使其未來能返家或朝向自立生活。

(撮寫自勵馨基金會網站)



個案為家園設計的家服，背後理念是相信每個少女都是古靈精怪和有自己能力的

記得當初知道要來家園實習時有不少的擔心，家園是一個封閉式的結構，感覺很多事情都要保密，住在家園的女生像是被剝奪自由，因家園是個庇護所。家園的少女都來自不同而且複雜的家庭背景，她們都經歷過很多的創傷。向晴給我的感覺不像一個籠，同工都很努力去打造家的感覺和重視每個成長。社工不單單是明白孩子和處理他們的情緒和行為問題，而是好好提供生活上的支援。他們會出現很多突發的情況如自我傷害。個案管理者要謹慎評估和處理危機，與家訪的社工、家長、老師、醫生有緊密的溝通。

在成果發表中，我比喻家園工作像放風箏，每天跟少女有很多瑣碎的拉扯，當中雖然能夠明白和理解孩子的背後的需求，但是我們都有自己的原則和考慮。我認同的是家園工作者需要有很好的心理質素和堅定的原則才能夠抵得著現實的拉扯走進孩子的世界的同時要兼顧自己的原則，如一些家園的規範是不容易的事。社會工作從來都是在限制裏做我們認為對的事，在自己的崗位做自己認為對的事是最好的革命。這句話我

我在成果發表會上向台北市分事務所的同工分享自己的實習心得



少女在手工藝小團體裏製作的星空瓶

一直在好好放在心裏，每當我感到很懷疑和無力的時候都會出現，好好的提醒自己。家園管理不是一件容易的事，當中所面對的兩難和複雜性真的要實際做起來才可以感受到。我很欣賞向晴的工作人員，那份堅定的心和為孩子著想的心是很難能可貴的。從剛來她們不斷的試探底線，直至今天我們能打成一片，這些關係，雖然很短卻非常珍貴。能夠陪伴她們走過修復過程的不穩定已經很足夠了，縱使在成長過程面對很多痛和，但他們從中長出了更多寶貴的特質。

這次的實習不只是在專業領域的成長，更多的是看見自己。一個人走到陌生的環境生活，赤裸裸地面對自己的限制和不足很不容易。我學會了主動問他們有什麼可以幫忙和努力的爭取更多學習的機會。社工是海綿，我們很習慣接收人們負面的情緒和幫助別人處理困境。但海綿都會有濕透和不能再吸水的時候，我們要學會好好釋放負面的情緒，不要讓這些負面情緒和事情影響了自己的生活。那我們才有能力去承載更多的情緒。我們都要多點了解和察覺自己的情緒和需要。我相信人可以不斷挑戰自己的極限，但是更重要的是要經常察覺自己的狀態，不要勉強自己。要認真去承認自己不穩定的狀態都需要很大的力氣，特別是助人專業，我們習慣盛載別人，往往卻忽略自我的盛載，我們應意識到自己的狀態，然後慢慢拾回自己的步伐。

吳嘉裕
社會工作社會科學碩士課程（兼讀制）
二年級



觀看由機構主辦的舞台劇「拾蒂三部曲」，了解台灣女性被受壓迫的生命故事，透過深耕的每一步，希望能走到終止性和性別暴力的一天。



為期四天三夜的全國家暴實習生訓練營，與全台灣的實習生一同學習，我們畢業了！

台北市關心家園

關心家園主要服務遭受家庭暴力、性暴力或其他有庇護安置需求之特殊境遇婦女以及十八歲以下子女。家園以愛、尊重、接納與包容為出發點，提供社會工作專業的服務，使每位入住者能在舒適、自在、安心的環境中，並重新得力，邁向不一樣的人生。

（撮寫自勵馨基金會網站）

選擇來台灣實習，對我來說，是一個很大的挑戰。我是一個很多事情都會害怕的人，從來沒有獨立生活過，但在我知道有海外實習的機會時，我就已決定了要嘗試，希望突破自己，希望鍛鍊自己。



在三個月的來，機構社工一直教導及幫助我，在她們身上，獲益良多

兩位來自法國的室友，我們一同生活了兩個月，很掛念她們！



「風雨過後的沈重？」

到達台灣兩天後，帶著緊張的心情及對庇護所的想像，我就開始實習了。在我進入家園那刻，介紹自己後，生輔員就告訴我「對了，『我們家』就在這裡了」，就開始了『我們家』的體驗。在我接觸受暴婦女的過程，我發現她們跟我想像的很不一樣，我還以為她們會哭哭啼啼，十分沮喪及軟弱。在真正接觸後，我發現她們也是很風趣幽默，有時候更會覺得她們像少女一樣帶點孩子氣，有時候更會很凶狠地跟其他婦女吵架。但這些面貌的背後，她們都帶住一個個傷痛的故事，在會談或深入傾談時，都會感受到她們內心的沉重。

「當我們一起走過 這些傷痛的時候 包著碎裂的心 繼續下一個夢」

雖然我們不能改變已發生的事情，但我們可以從這刻開始重新出發。在實習過程中，我學習到很多不同的知識，亦從社工身上學習到如何進行個案管理及團體工作。更重要的是，我體驗到當一個社工，要如何去陪伴婦女走過傷心難過的時刻，如何在她們站在十字路口上，不知何去何從，十分徬徨時，讓她們看到自己仍然可以為自己選擇，讓她們看到自己的可能性。回到最初，我相信社工首要及最重要的功課是以愛同行。

「我 在曠野漂流 漂流的盡頭 就是你愛的寬容」

實習過程並不容易度過，加上人在外地，我也會有感到受挫及孤單的時候，感謝機構的社工、督導、生輔員及牧師的教導、幫助及關心，讓我有許多學習機會，對我有很多體諒，且她們都是充滿喜樂的人，所以在辦公室內每天的笑聲都從不間斷。此外，我很感謝香港的家人、朋友及同學很關心我，讓我知道有他們在背後支持我，讓我在台灣經歷一段充滿愛的自我成長歷程。我會用一塊拼圖去比喻這次實習的體驗，這塊拼圖得來不易，卻是我人生中一塊很重要、不可或缺的拼圖。



有些個案的受暴情況嚴重，我們透過高危機會議，與不同單位及部門合力幫助個案脫離暴力，當天更巧遇其他實習生！

梁漫樺

社會工作社會科學碩士課程（全日制）
一年級



陰道獨白舞台劇



小行警行動故事車活動

苗栗分事務所

苗栗分事務所是第一個在苗栗縣駐點服務的社會福利婦女團體，不僅每年提供家暴當事人、性侵 / 騷擾被害人約五千人次以上的服務，也為苗栗地區帶來更多的社會福利資源。其服務包括家庭暴力事宜諮詢及協助、性侵害及性騷擾防治、性別平等宣導等。（撮寫自勵馨基金會網站）



愛心義賣活動

我選擇到台灣實習，是因為曾經聽說過台灣社會服務以「以人為本」為服務目標。因此，我萌生了想學習台灣社會服務的概念，希望鞏固自己的社會工作價值觀的同時，能把這些價值觀及工作經驗，帶回來香港作分享。

過去的十二星期，我在勵馨基金會—苗栗分事務所進行實習。勵馨基金會主要的服務工作包括遇家庭暴力的受暴婦女、目睹家庭暴力兒童、性侵害、未成年少女未婚懷孕等方案。而我的實習工作負責有關目睹家庭暴力兒童的個案跟訪、青少年媽媽小組活動、認識法院社工的工作範圍，以及參與反家暴的宣導及家庭教育等工作。



小組活動

在實習工作中，我最深刻是學習及實踐到一些「以人為本」的概念，真正的同理心及尊重案主的自決。在接觸有關孩子的工作時候，與機構社工分享與孩子相處經驗時，我談到不太會應付孩子情緒失控及不合作的情況。機構社工便說到，我們也應該尊重孩子不想合作、不願意交談的時候，讓我恍然大悟。因為我們也沒權力強迫孩子做一些他們不願意的事。為什麼要孩子一定要跟我們合作呢？所以剩下來就是耐心地陪伴孩子，讓孩子感受到尊重、認同，我們可以包容他們任何的想法。而且，孩子的感受和回應來得直接，只要耐心陪伴他們，他們是感受到社工的真誠。

這次的實習更讓我加深了對自己的認識，真實地面對自己。過往的我不太懂得為自己安排休息時間，只顧埋頭完成工作或功課。近年，因意識到自己的狀況，所以會告訴自己要懂得放鬆。而我發現，在實習剛開始的時候，為了盡快適應環境及工作，對自己的要求開始提高，埋頭完成一項又一項的任務，過往的狀況又再出現，忽略了自己休息的需要。直至在一次出席講授處理壓力的工作坊時，工作坊導師讓我們回想處於壓力時，提醒我們的身體或生理狀況的反應往往是壓力過大的警號，讓我反思社工自我照顧的重要性。在討論壓力來源時，導師會引導我們思考我們選擇背負此重擔、堅持承受此壓力的原因，以及可以為自己做什麼呢？導師亦有帶出，人們需要了解自己的想法，明白到自己的選擇、選擇背後的原因，從而更容易去面對選擇當中帶來的困難。因此，讓我明白到處理壓力與認識自己是不可分割的課題。

總括而言，「以人為本」是重視人的價值，亦是我想到台灣實習想要鞏固的價值觀。此概念讓我感覺到社會工作是一項專業。與督導討論到社工與志工的分別時，讓我發現除了有幫助人的心，也要運用自己的知識、能力和力量，陪伴案主同行，評估案主的需要，慢慢讓案主能夠自我察覺，讓案主能夠得到真正的自決。我相信，重人概念是以人為本之如亦能與其他與自身不同的事物共存，驅動我喜歡社會工作，也希望能夠抱著這信念走下去。

詹雅媛
社會工作社會科學碩士課程（全日制）
一年級



第一次在台灣騎自行車，是在新竹往保母家家訪。



台北市分事務所

台北市是勵馨基金會於西元 1988 年創會以來，首要開展之服務區域，2011 年組織調整，將台北市服務據點「北區辦事處」改為「台北市分事務所」，期許實踐在地關懷，用心落實在地服務，創造永續服務的目標。台北市分事務所主要服務包括青少年懷孕暨青少年父母支持性服務、收出養服務兒少性侵害被害人保護服務、婦女緊急庇護家園、少女中長期安置家園、台北市蒲公英諮商輔導中心、台北市南區少年服務中心及宜蘭縣政府關懷性侵害被害人服務。

（撮寫自勵馨基金會網站）

因為在海外實習簡介會聽到老師的一句，我毅然選擇來到台灣實習。她強調台灣的社會服務很「人本化」。在香港這地方生活了二十多年，一直覺得這邊是一個挑戰人類抗壓極限的地方，一直被要求做事做得快、做得多、做得好，但人的需要不論是在學校或社會上都好像很少被重視。因此，希望去台灣感受不一樣的工作和服務文化。而這個實習確是讓我滿載而歸，不但實現當初的期望，更對台灣的收出養服務內容、收養人和出養人分別面對的議題和孩子的發展有了更深的認識。



看到出養後的孩子回到娘家，臉上掛著最純真、最燦爛的笑容，讓我深深感受到收出養服務的意義 --- 為孩子找到一個幸福的家。

在收養人的後續關懷活動中，照顧與 2-6 歲的小孩。
當時，我在與他們在畫手掌。



當中與出養人的工作讓我尤其深刻，記得一開始接觸收出養服務時，其實我我不能理解出養人。我從不同社工口中聽到不少孩子被「遺棄」和不被好好照顧的故事，我自己心裡是頗難過的，甚至會覺得這些孩子的父母沒有責任感，為什麼沒有能力照顧孩子，還要把他們生出來受苦呢？後來，從同事那邊我聽到一句話，她說「每一個出養的決定，都是帶著愛的」，這句話對我的衝擊很大，讓我從新由出養人的角度去思考，出養的決定對於他個人、家庭和孩子的意義。與出養人工作的過程中，我發現對於孩子的父母來說出養的決定是帶著很多傷痛、不捨、內疚等的負面情緒。很多的出養人他們可能都曾經在親密關係和家庭關係中受傷，以致於當他們成為別人的父母時，他們沒有能力或是不懂得撫養一個孩子。當我還沒有了解出養人出養決定背後的故事，那些主觀的指控和批評對他們並不公平，也成為另類的壓迫。

這個經驗提醒我參與個案工作時，要放下個人的主觀意識，反而更應該先認識個案的生命故事，去理解他和陪伴他，才能夠與他們並肩走過這個人生的失落。

陳英傑
社會工作社會科學碩士課程（全日制）
一年級



青少年清潔郊野活動



單車環台途中

台北市南區少年服務中心

台北市南區少年服務中心是社區型少年服務中心，服務範圍包括：大安區、文山區。中心的成立，為當地社區的少年建立了一套防護與輔導網絡，以充權的方式鼓勵少年獨立發展，及培養少年的生活適應能力，使少年能在健全的環境中成長。

（撮寫自勵馨基金會網站）

在這短短的十二個星期當中，我在台灣實習的收穫非常豐富。除了在社工知識、理論與實踐上的進步外，三個月的台灣生活亦令我放下了急促的生活步伐，使我變得更加放鬆、更懂得投入當下的生活，感受了很多以往沒有注意到的生活細節，亦使我有時間重新整理自己，並更肯定自己對社工之路的堅持與追求。



青少年清潔郊野活動

在這次的實習過程中，我主要負責參與的活動方案為環島單車方案。對我而言，要在 10 天內以單車環島絕對是一個巨大的體力挑戰。再者，環島過程中更要時刻關顧青少年的情緒與青少年之間的互動，對我實在是難上加難。但是，能參與環島單車方案絕對是一個畢生難忘的經歷，因為可與服務使用者整整相處 10 天是個千載難逢的機會。在這 10 天裡，促進了我對台灣青少年的深入了解與認識，亦大大提升了我的觀察力與敏銳度。而且，整個環島單車方案令我切實體會到如何透過活動方案充權予青少年。從提出

環島過後的慶功宴！



台灣環島的概念到進行實際路線規劃，甚至在騎行過程中負責帶頭、壓尾、時間控制的人都是青少年。社工負責的是安全問題與提供所需資訊予青少年作出決定。在過程中，我深刻體會相信青少年能力的重要性，並體會到青少年無限的發展潛力，我們善意的過度保護反而局限了青少年的發展。個人而言，台灣環島單車遊是我多年的心願，能夠在實習過程當中完成這個心願，實在驚喜萬分。最令我滿足的是，沿途一路有著台灣的青少年和工作伙伴為我介紹台灣各地的風貌與特色，令我更深入、全面地認識台灣這個國家。希望日後有幸能以義工的身份繼續參與他們的環島之旅。



我要感恩在這次實習中遇到的好同事，他們對青少年的熱情與衝勁徹底感染了我，使我更開放、更真誠地與青少年互動，他們的接納亦令我更全心全意地投入在實習工作、令我日常處事變得更彈性，更令我對這份助人的工作產生了更濃厚的興趣與期盼。最後，我最大的得著便是在這次實習當中與同事建立了珍貴與深厚的友誼。



章秀汶
本科三年級



進行個案研討報告



與台灣實習生合照

台南分事務所

台南分事務所是 2006 年初春勵馨基金會於台南開拓的據點，起初從兒少服務開始推展，進而有性侵害被害人服務、家庭暴力被害人服務、弱勢婦女就業服務。台南分事務所致力建構性別公義社會，透過服務與倡議同行，依服務對象提供多元創新服務，並改變製造這些社會問題的結構性因素。

(撮寫自勵馨基金會網站)

這個暑假在台南勵馨的實習機會讓我有機會透過觀察台灣和香港社會福利制度設計上的異同，探究兩地的不同文化和社會制度如何影響社會工作的實踐，並且反思兩地的福利政策如何影響服務使用者和思考可行的改善方向。

此外，機構也有提供多元的學習機會，包括個案、小組和活動等實務工作機會，讓我可以將我在課堂中學到的社會工作知識、理論和技巧結合應用在實務工作上，從而提升自己的專業成長和增加實務經驗。

在社區工作方面，我在 6 月中旬參加了機構組織的社區宣導活動「OBR 暴力防治宣導活動」。在活動中，我有機會直接參與這次社區宣導活動的相關準備工作，包括行前會議和舞蹈練習，在活動當天也有機會支援活動的進行，例如在活動場地附近與市民進行接觸，向其宣傳 OBR 的活動宗旨和介紹家暴相關的法規概念。對於專業上的成長，在這次活動中，我學到如何進行實務上的網絡建立，包括與警政、政府單位、其他社福單位、商業單位（公關公司）等單位進行協商，並且在過程中堅持機構的信念和原則，同時與各方維持良好友善的關係。

參加營隊的合照



此外，我在物資中心的協助工作中，亦深化了我對於社區工作的認識。首先，我認識這個部門的服務的起源、歷史和改變，瞭解到物資中心的其中一個作用是作為對外界宣傳勵馨服務的一個窗口，讓勵馨走進社區。此外，物資中心也有讓社工做到資源連結者的角色，讓受暴婦女可以在「準備性職場」中重建自己謀生的能力，達到「充權」的作用，同時物資中心透過提供的物資援助也能給予有需要的人一些物資上的幫助來達到連結資源的作用，從而減輕她們經濟上的負擔，讓她們能渡過難關。

在團體工作方面，我們有兒童託管團體的工作機會、還有在暑期的青少年團體協助帶領團體活動、以觀察者的角色參加婦女團體和在團體督導中學習團體帶領技巧等等。以上的學習內容包括練習運用團體帶領技巧調解團體成員之間的衝突、給予團體成員提供情緒支持、學習運用卡牌和桌遊，透過用生活化的事物作引入，引導團體成員的分享和自我揭露，再把團體成員所產生出來的內容收回來並且賦予意義。

在個案工作方面，我完整地參與到關於個案的見習工作，包括在個案討論與預備過程中學習擬定個案訪案大綱和準備個案訪案需要的相關資料和材料；在個案訪案中進行與服務對象的直接服務；在個案研討會議中檢討和反思已提供的服務與規劃未來服務方向。以上的學習內容讓我有機會將以往學過的理論技應用在個案實務工作上，從多元角度對個案進行分析評估和練習統整彙報的能力。

總括而言，在台南勵馨的實習經驗是十分豐富和充實的！

訂購台灣的牌卡





吳惠婷
本科三年級



同事們都很照顧我們，每次遇到甚麼問題都會很耐心的回答我們，在假日的時候還會帶我們到不同的地方遊覽

很幸運可以參與一場大型的社區宣導活動，體驗在香港未曾有過的工作經驗

從熟悉的地方到海外實習，是我選擇踏出舒適圈的第一步。

在陌生的環境下，無論是生活起居，還是衣食住行，都要獨自去面對及解決。沒有了家人的保護，也離開了習慣的生活環境，讓我更懂得感恩自己擁有的一切，也明白了生活中有很多事情都不是理所當然的存在。例如說，在我們認知的世界中，家一直是我們的避風港。當我們在生活中其他地方遇到了困難，或者是感到疲憊的時候，我們都可以回到家裡，好好休息。我們很習慣就理所當然的認為家人的付出是應該的。

不過，在個案的眼中，家未必是安全的堡壘，而是一切壓力及恐懼的來源。她們在家受到傷害，想要努力的逃離，到最後卻發現無處可逃。

而在實習的過程中，每個學習機會都得來不易。無論是跟社工去訪案、帶領團體活動，或者是參加 OBR 社區宣導工作，都是機構和督導很盡力的去安排，讓我們在有限的資源裡學習最多的東西。

這些機會中，沒有任何一個的給予是理所當然的存在，也沒有什麼是必須和應該給實習生的。因為沒有了理所當然，所以更應該好好珍惜和爭取每一個學習機會。



在同一個機構中一共有六位實習生，我們在短短兩個月內的相處中，慢慢的建立了關係，大家互相支持和交流，是實習中其中一個很美好的回憶

在實習的過程中，很幸運能夠參加全國性有關家庭暴力的交流營，不僅在營隊裡學習了跟家暴有關的知識，也有機會跟台灣各地的實習生互相交流。



海外實習是一次讓我能夠挑戰自我、學習和成長的機會，透過這個機會，我可以學習到香港以外地方的服務和想法。不論是優點還是缺點，這個實習都增加了我的經驗以及自我覺察。

最後，在香港以外的地方生活及實習的經驗，讓我能夠增加自己的獨立性和自主性，同時也認識自己更多，所以感恩當初選擇了踏出舒適圈，努力成就更理想的自己。



在實習的最後日子裡，機構為實習生安排了個案研討會，讓我們能夠運用所學習的知識去為個案進行評估和設計介入方案，然後再由同事給予回饋，從中學習和反思自己可以改進的地方



台灣兒童暨家庭扶助基金會

台灣兒童暨家庭扶助基金會前身為「中國兒童基金會」，成立於 1938 年，是一個關懷弱勢兒童及其家庭的國際性非營利組織，以「及時的幫助、溫暖的關懷、基督的愛心、社工的專業」之服務精神為兒童謀福利，尤其致力於貧困家庭的兒童生活扶助、保護受虐及有特殊需求的兒童，秉持為弱勢兒童、少年及家庭服務的願景及使命。

（ 撮寫自台灣兒童暨家庭扶助基金會網頁 ）

王楚君
本科三年級



實習生與同事一同合照：猜猜哪個是同事 -



兒童保護宣傳記者會

南台北分事務所

南台北家扶中心自 1965 年成立以來，順應都會區的發展，始創保母訓練而延伸至現有的保母督導系統，並陸續推展到宅親職服務、寄養家庭、兒童保護、早期療育、高風險等服務，為當地弱勢家庭提供多方面的資源與援助。（撮寫自台灣兒童暨家庭扶助基金會網頁）

初次接觸寄養服務，感覺一切都很新鮮。長達兩個月的個案工作為本次實習的主軸，透過每個星期與兩名案主各接觸一次，學習從起初蒐集個案及其網絡系統間資料以作初步評估，再因應資訊的增加而改變處遇方式。本次實習是我第一次接觸個案實務工作，發現每個個案即使各見八至九次，到今天其實也只是剛對兩名案主開始有完整一點的了解，剛步進可以與案主一起朝著某些目標努力的工作期而已。深深感受到與案主建立並維繫關係，是需要時間經營的。



三天兩夜腳踏車夏令營騎大馬路！



團體督導

「一種行為背後十種動機」，此為我第一次實習中，督導給我的臨別贈言。我在本次實習中一直反覆思考著此番話，也多次證明此番話的意義。我的其中一個個案，其衛生習慣確實不太好，若把焦點放在其行為上，那些行為一定不為大眾接受，一定是有問題的。但若能夠在定義其為「問題」前，先問一句「這些行為代表著什麼」，就總會發現每個行為的背後一定都有原因。社工其實並非要接受人的所有行為，而是要去理解其背後的動機，並分析行為反映著一些什麼樣的需要。反過來看，每個人都會有自身的需要，只是每個人的表達方式不一樣而已。

寄養兒少團體一起玩桌遊



除了自己所屬寄養組的活動外，有幸接觸兒少保組、經扶組及托育組的活動，以籌劃者、帶領者、協助者、觀察者等角色參與其中。能夠有機會從籌劃到實行，安排一個一整天的活動予寄養兒少，是一個難能可貴的學習經驗。而其他組別的活動也給予我很多機會去接觸孩子，學習如何與他們互動，並學習觀察及分析他們的身心狀況。這些活動都有一個共通點，就是讓我謹記孩子也有很多想法。我雖然踏進成年期就只有幾年，但有時候卻忘了當孩子的感覺。面對孩子，我很多時候也會認定他們只是孩子，覺得要他們作分享或回饋是異想天開。會改變這個想法，是源於我聽見一名要升小五的男生分享自己在學校中沒有人聽自己的話，因此很感激團體中一名成員全程都用心的認真聽；是源於我看見一名國小低年級的男孩，因為重視與姐姐的關係而盡力保護與姐姐共同擁有的一切；是源於我發現國小生有能力去為自己討厭的人想一個優點。實在不能以為孩子不懂分享或回饋，每個孩子其實都有其想法，很多時候只是缺乏一個機會去表達而已。

經過兩次的實習，覺得當社工真的是一件很有意義的事情，但有時候我又感到很累，因為助人的工作，是用生命影響生命，是要耗上很大的心力。然而，看到服務對象的進步或改變，哪怕只是一點點而已，那份觸動已讓我捨不得放棄這份使命。再次謝謝這三個月的實習機會，讓我收穫滿滿。



團督時間：正與實習總督導及眾實習生們進行讀書分享

古頌恩
本科三年級



兩日一夜福山部落兒童團體：炎炎夏日與一眾國小學生在福山部落的溪流消暑玩樂！

回想當初來台北實習之前，我所抱著的期望多為更了解台灣的福利制度及社工實務工作，而在個人成長方面則多為希望可從實習中更了解自己並嘗試突破自己的限制，亦希望可訓練自己變得更堅強獨立。而當我抱持著這些希望來到中心實習，在這短短三個月的日子中，我從來沒想過自己改變了如此的多，所得到的更是意料之外。

在實習的過程中，我有幸能參與很多不同種類的活動，當中除了個案工作及托育組的活動外，我更可參與中心其他組別的活動，其中包括寄養組、兒少保組、樂利經扶組及南港經扶組所舉辦的活動，讓我可接觸到不同年齡層及家庭背景的服務使用者，從中更了解到他們的需求。此外，活動的模式具新鮮感，大部分皆為我首次接觸，比如是記者會、腳踏車夏令營、福山部落團體活動、全國性大型公眾活動、全國托育評鑑會議等等，這些學習機會皆十分寶貴難得。面對眾多的新機會與挑戰，我亦學習到踏出自己的舒適圈，主動學習與發問，在活動中更嘗試突破自己的限制，積極主動與參加者建立關係。



「同樂一夏」協力圈活動：正向托育人員講解托育應用程式筆記

相信海外實習必然會面對陌生的環境以及語言上的差異。初時的我亦有點無從入手，每次完成活動及家訪後更會有種迷惘的感覺，不知道所走的方向是否正確，因此當時的我亦常常陷入自我懷疑的情緒中。幸好兩位實習督導皆細心聆聽我的想法及感受，給予我無比的鼓勵及支持；每當遇有疑問亦會於個督及團督時耐心解答問題，讓我們獲益良多。她們除了教授我更多有關居家托育的服務模式及質托人員的技巧外，更為我安排到別組協助帶領及舉辦活動的機會，讓我對南台北家扶中心有著更全面的認識及了解。

來到實習的尾聲，回首發現自己已成長了不少，當中的探索、覺察及反思是我成長中至關重要的養分。回想半年前，第一次實習的我是一個依賴實習夥伴並害怕跟同工談話的實習生，於同工一起吃飯亦會感到害羞；然而在實習初段，兩位實習督導皆十分照顧我，除了給予工作上的指導外，更擔心我在台灣生活及工作上的適應。再加上同工們的熱情問候及耐心的教導，皆讓我在往後的階段逐漸開放自己，不再懼怕與同工相處。在學習上我亦因著實習督導的包容及隨和而開始變得敢於主動發問，更會主動請教同工及爭取跟訪機會。我真的感謝督導的帶領及指導，此等轉變成就了現在的自己。在個人成長的部分，我發現自己在實習中突破了不少的限制，當中亦讓我更了解自己是個怎樣的人；遠赴台灣的實習亦讓我學習變得更獨立，在生活作息的部分亦了解到工作與休息間取得平衡的重要性。而在專業學習的部分，我在此次實習中更了解到社工的多元角色並學習當中角色衝突的處理。此外，在實務工作中我亦學習到社工應有的原則，從中亦了解到不同服務模式下服務使用者的需要。在團督探討社工需求以及案主需求間之差異的過程中更讓我思考當社工的意義。



構力計劃全國成果發表會：協助全國家扶中心的社工、高中和大專學生報到及招待嘉賓！

「智慧型手機樣樣通」協力圈活動：正教授托育人員如何使用托育及交友應用程式





實習生合照

翟汝桐
社會工作社會科學碩士課程（全日制）
一年級



家扶娃娃

新竹分事務所

新竹家扶中心隸屬於財團法人台灣兒童暨家庭扶助基金會，為基金會所屬 23 個家庭扶助中心之一。民國 56 年 7 月於新竹設立，以協助新竹地區遭受變故之家庭，重建父母親職功能，協助不幸家庭之兒童能有健全的童年生活為服務宗旨。在服務工作上，提供經濟弱勢之不幸家庭服務外，隨著社會問題的多元化，本中心也在新竹縣、市政府的委託之下，辦理家庭式寄養安置，以照顧無法在原生家庭中獲得良好照顧的兒童。另為救援及保護受虐待的兒童，也提供保護救援及心理輔導等服務工作。

接近三個月的實習已經告一段落。扛著大袋小袋行李隻身飛往台灣的場景歷歷在目，第一天進入新竹家扶的印象也深深刻在腦里。當時心裡是滿滿的不安和疑慮。現在走到終點審視過去，我不再猶豫和質疑，反而可以堅定而自信地告訴大家，在家扶我學到了許多兒少實務工作、鍛煉了多方面的能力也獲得了自我成長。

在新竹家扶實習，每位實習生都被分派兩個個案，每週都要進行家訪。兩個多月下來，我深深明白到虐待和疏忽照顧對孩子真的會產生很大的影響，了解到家庭工作的困難和複雜，但也多了一份深入了解和學習的動力。此外，我還得到很多機會參與團體工作，進行觀摩和協助帶領，比如兒童敘事治療團體、青少年發展性團體；也有機會進行團體的設計與帶領——青少年成長團體。除了個案、團體的工作，在新竹家扶實習，還有許多不同的機會鍛煉自己的能力。實習生有很多機會參與大型方案活動，比如兒童夏令營；機構參訪及體驗，比如參訪賈桃樂學習館；也可以看到一個大型的社福機構的規章制度以及地

新竹家扶中心大廳



方中心的運作和管理。如此全面和多層次的學習和工作，再加上自我對於台灣社會以及福利制度的觀察，讓我能夠從微觀實務連接到宏觀的政策及制度面，形成了一個兒少權益和福利的架構，這對於我來說是一個巨大的收穫。

這也是一趟自我成長的旅程。在大家的關心和照顧下我漸漸融入這個大家庭。我在這個大家庭里被包容、被接納、更重要的是被增能。因為大家的接納和認可，我漸漸從一個新的角度審視自我，也開始嘗試相信自己和肯定自己。每天工作雖然累，但是在這裡讓我覺得踏實和自在，讓我可以感受和覺察自己。

新竹家扶中心的實習經歷真的帶給我許多收穫，選擇家扶一定不會令你失望。



新竹家扶中心



衛生福利部雙和醫院 （委託臺北醫學大學興建經營）

雙和醫院自 1997 年開院服務，提供一般門急住診、精神及長期慢性照護服務，具備完整之醫療專科、各類病床（截至 2016 年 5 月 1 日，開放總病床數 1,249 床，包含急性一般病床 800 床、急性精神病床 100 床、特殊及加護病床 249 床、精神科日間留院 100 床等），及多項先進重大儀器設備（如達文西機器手臂、正子電腦斷層掃描儀、3T 磁振掃描造影儀、伽馬刀放射線、螺旋刀治療系統等）。此外，雙和醫院擁有新北市唯一醫療用停機坪，提供離島及偏遠地區急重症病人緊急救援服務。雙和醫院以深耕社區為己任，定期舉辦健康講座、健康促進活動及各類篩檢活動，期能提升民眾健康意識及提供全面之健康照護服務，成為民眾健康的守護者。

（ 撮寫自雙和醫院網頁 ）



蔡秀杏
本科三年級



為醫院附屬護理之家的長輩帶來父親節活動——您是我的花朵

與社工室主任、組長、督導及實習伙伴合照

非常感恩可以有這次到台灣雙和醫院實習的機會，踏出自己的安舒區接受一個新環境及新挑戰，亦慢慢覺察自己在專業上和個人上的蛻變。

在台灣實習更加體會到華人社會中，人與家庭之間的連繫是分不開的，與西方文化的個人主義很不一樣，華人仍然非常強調團體關係，就如系統理論中所強調的「人在環境中」、「人與人之間的互動」，因此在處理個案時，除了個人的評估以外，也需要多從家庭出發，尋找資源，當案主做任何決定時，也離不開家屬的感受和想法，因此在處理個案時更需要平衡案主自主與家屬想法。



「安寧緩和醫療及器官捐贈」宣導活動的攤位準備好了喔！

此次實習也體會到案主自決與現實之間的張力與反思。在學校學習及討論時，很常強調的價值是「案主自決」，因此從前會有一個想法是，為何我們社會不能以一個改變環境的方式，去尊重案主自決的權利；然而在現實狀況，我們必須考慮到很多現實的限制，如案主自決後的後果、需要的資源以及社會的負擔。當社會現實無法負擔，或社會氛圍也不認同這種資源運用的方式時，也需要尊重社會的價值及文化。雖然我們是站在弱勢的一方去協助他們，然而要注意的是，我們不能只站在弱勢的一方去與社會為敵。這也讓我對於現行社會政策與制度有更多的理解和體諒，也讓自己學習去平衡這份張力。

另外，在實習過程中也慢慢學會要更客觀和理智去處理個案。有時候個案會質疑我們的處遇，甚至會不滿。從前自己也許會因此而害怕及卻步，然而此次實習後，面對不同的個案及他們的回應，也更加提醒自己，必須要清楚自己每個決定背後的理據，當別人質疑我們的時候，能夠澄清自己做法的理據，也同時避免自己因感性判斷而處遇錯誤。

最後，在醫院實習更加體會到陪伴不可能是一輩子的。上一次實習的經驗讓我有很大的感受，就是自己沒法陪伴個案到最後就需要離開實習的崗位，感覺很遺憾。然而在醫院實習就體



與醫院志工隊合照 - 榮民之家父親節活動順利完成！

個案報告：向團隊同仁匯報個案目前家庭狀況、疾病史及此次的評估和處遇



會到，我們不可能一直陪伴著案主走人生的路，以醫院環境為例，我們也許只能夠陪伴他住院的時間，當其出院後，也許有更多生活上的困難是我們無法協助的，然而我們除了轉介資源外，也必須相信人是獨立的，是有自己的能力可以繼續生活，這也讓我對陪伴的「遺憾」有了新的體會。

此次實習是一個非常難得而且美好的學習經驗，不但能夠很全面在地地了解到台灣宏觀的社會環境，在微觀的介入技巧及態度也有很多的學習與反思。除此以外，從一個很依戀家人的一個小女孩，到台灣獨自居住和生活，也看見自己的突破和成長，也很想好好欣賞一下這個如此勇敢的自己。同時也非常感恩遇上很用心指導我的社會工作室主任及督導，他們的耐心、接納和真誠的分享，成為我這一切成長不可缺少的養分。



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